Summary Data of Three Modes of Service

ST Express Bus	Year-to-date 2004	Year-to-date 2005	Year-to-date Budget
Revenue Vehicle Hours Operated[1]	281,730	310,984	288,704
Revenue Vehicle Miles Operated	6,841,132	7,671,367	7,039,253
Trips Operated	265,876	272,340	276,544
Platform Hours Operated[2]	407,032	417,681	410,916
Boardings per Revenue Hour	22.14	21.10	21.30
Boardings per Trip	23.46	24.09	23.74
Percentage of Scheduled Trips Operated	99.97%	99.96%	≥99.80%[3]
On-Time Performance[4]	92.82%	96.00%	≥90.00%[3]
Customer Complaints[5]	0.02%	0.02%	<0.05%[3]
Preventable Accidents per Revenue Mile[6]	0.66	0.82	≤1.00 per 100,000 miles[7]
Sounder Commuter Rail			
Revenue Vehicle Hours Operated[1]	9,236	10,056	9,261
Revenue Vehicle Miles Operated	345,294	376,030	345,000
Trips Operated	1,592	1,803	1,600
Boardings per Revenue Vehicle Hour	74.56	86.30	87.30
Boardings per Trip	432.57	481.33	502.82
Percentage of Scheduled Trips Operated	99.12%	99.94%	≥99.50%[3]
On-Time Performance[4]	94.41%	96.30%	≥95.00%[3]
Customer Complaints[5]	0.03%	0.03%	<0.05%[3]
Preventable Accidents per Revenue Mile[6]	0.00	0.00	≤1.00 per 1,000,000 miles
Tacoma Link Light Rail			
Revenue Hours Operated[1]	6,716	6,851	6,953
Revenue Miles Operated	72,475	72,088	73,200
Trips Operated	45,132	45,060	45,620
Boardings per Revenue Vehicle Hour	84.84	98.18	82.45
Boardings per Trip	12.62	14.93	12.73
Percentage of Scheduled Trips Operated	99.52%	99.97%	≥98.50%[3]
On-Time Performance[4]	99.79%	99.92%	≥98.50%[3]
Customer Complaints[5]	0.00%	0.00%	<0.05%[3]
Preventable Accidents per Revenue Mile[6]	0.00	0.00	≤1.00 per 100,000 miles

1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours because at this time it does not collect fares.
The 2005 budget for revenue vehicle hours operated and revenue vehicle miles operated was an estimated amount as of September 2004. The actual schedule was based on the Service Implementation Plan, adopted in February 2005. The scheduled revenue vehicle hours through Q3 2005 is 304,616. The total scheduled revenue vehicle miles through Q3 2005 is 7,505,379. The revenue vehicle hour and mile measures are provided for information purposes only; ST Express is billed on the basis of platform hours operated, which are within 1% of budgeted levels.
2-Platform hours: The total hours a transit vehicle operates, including layover and deadhead time.
3-Quarterly and annual target number.
4-On-time performance standards are defined as:
ST Express: ≥90%, no later than 10 minutes of scheduled departure time.
Sounder: 95%, the average of all trains in a month arriving at a terminus within seven minutes of schedule.
Tacoma Link: ≥ 98.5%, is late if it either departs a terminal station more than one minute late or arrives at a terminal station three or more minutes late and is unable to make its departure time.
5-Customer complaint standards are ≤ 0.05 based on the performance standards set in the new ST Express service agreements. The standard is calculated as a percent of total boardings for each mode.
6-Preventable accident : An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.
7-Preventable accident standard for ST Express increased from 0.80 to 1.00. per 100.000 miles during closure of the Downtown Seattle Tunnel.

Third Quarter 2005

Service Delivery Quarterly Performance Report to the CEO

Sound Transit is designing a performance management system to monitor its service delivery goals. This quarterly performance report is a first step in the development of an overall service delivery performance management system.

The indicators in this report are based on industry practices for transit performance, are consistent with National Transit Database requirements and allow for meaningful comparison with other transit systems.

This report incorporates recommendations from the 2004 performance audit of ST Express bus operations.

Inside this report

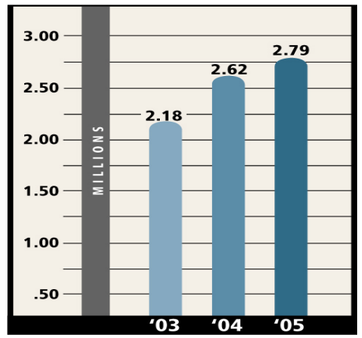
Page 2
Passenger boarding analysis

Page 3
Performance snapshot

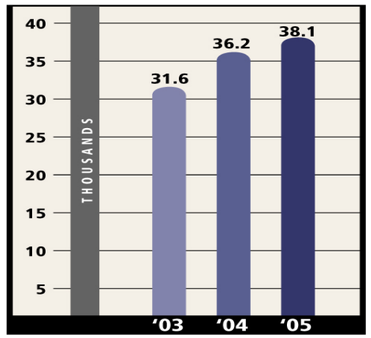
Page 4
Glossary and summary data

Q3 Systemwide Ridership

Total Systemwide Ridership 3rd Quarter



Average Weekday Ridership 3rd Quarter



Sound Transit Systemwide Boardings	Q 3 2004	Q 3 2005	%Δ
Total Boardings	2,620,297	2,795,291	7%
Avg Weekday Boardings	36,168	38,119	5%
2005 Projection[1]		10,400,000	

1-Projections established in the 2005 Service Implementation Plan

For the third quarter of 2005, total passenger boardings for all modes were up by more than 7% compared with the same quarter in 2004. The largest increases were seen on Sounder commuter rail service, which was up by 33%, and Tacoma Link which increased by 17% compared to the same period last year. ST Express bus ridership increased by 3% overall. Year-to-date systemwide ridership of 7.88 million represents an increase of more than 5% compared to the first nine months of 2004.

Several factors influenced system ridership during the 3rd Quarter. In June, a second round trip was added on the Sounder North Line between Seattle and Everett, helping to achieve an 84% increase in North Line ridership compared with the same period in 2004. The sudden ridership increase has resulted in much improved productivity indicators for the North Line. Starting in August, higher gasoline prices helped to increase ridership on both Sounder lines and on selected ST Express bus routes. The effect of increased gas prices on the bus network was somewhat muted by static service levels and an average 20% fare increase that took effect June 1. The latter two factors will continue to limit bus ridership growth, compared with historical ST Express growth trends.

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Third Quarter Ridership Highlights

ST Express bus boardings increased 3% during the 3rd Quarter. On selected corridors, ST Express ridership increased significantly, including Routes 564/565 (up 22%), Routes 510/511/513 (up 15%) and Routes 530-532-535 (up 6%). The routes with declines include Route 550 (down 11%) and Routes 590-595 (down 4%). Route 550 appears to have been impacted more by the June fare increase than other routes because the fares on that route also adjusted up to regular ST Express fare levels in January. On the Route 590-series, on-time performance has been impacted by I-5 construction near Federal Way, and some Tacoma riders appear to be diverting to Sounder trains.

Total Sounder train boardings increased by 33% during the 3rd Quarter, helped by the addition of the second round trip on the North Line and continued ridership growth on the South Line. A fourth round trip was added to the South Line on Sept. 26 just before the end of the 3rd Quarter. South Line ridership the week before the new round trip averaged 4,335 daily boardings; during the week of Sept. 26, the South Line averaged 4,910 daily boardings. Strong ridership growth is expected to continue on both lines for the remainder of 2005 and into 2006.

On Tacoma Link, the Tall Ships event over the Independence Day holiday helped to generate over 28,000 boardings during a three-day period. On July 1, the first day of the quarter, Tacoma Link had 9,524 boardings, a new ridership milestone. Breaking down the ridership by month, July had a 38% increase in ridership over July 2004, August had a 1% increase over 2005, and September saw a 13% increase in ridership. Ridership would have increased about 6% for the 3rd Quarter had the Tall Ships event not occurred. At this time, there is not an event of similar scale planned for 2006 and there may be a small ridership decline when comparing 3rd Quarter 2005 with the same period in 2006.

ST Express Boardings by Route

	Route	Q 3 2004	Q 3 2005	%Δ
510/513	Everett-Seattle	126,502	137,850	9%
511	Lynnwood-Seattle	136,674	164,917	21%
530/532	Everett-Bellevue	53,198	55,579	4%
535	Lynnwood-Bellevue	44,814	48,741	9%
522	Woodinville-Seattle	201,803	198,724	-2%
540	Redmond-U. District	84,079	91,341	9%
545	Redmond-Seattle	198,808	221,299	11%
550	Bellevue-Seattle	403,039	359,221	-11%
554	Issaquah-Seattle	123,838	138,594	12%
555/556	Issaquah-Northgate	21,990	29,921	36%
560	West Seattle-SeaTac-Bellevue	137,860	144,399	5%
564	Auburn-Bellevue	12,658	16,375	29%
565	Federal Way-Bellevue	96,312	116,652	21%
574	Lakewood-SeaTac	113,428	108,779	-4%
582	Bonney Lake-Tacoma	33,016	32,360	-2%
585	Lakewood-Auburn	22,088	23,066	4%
586	Tacoma-U. District	14,463	15,184	5%
590/591/592,594/595	Lakewood-Seattle/ Tacoma-Seattle	345,167	330,225	-4%
589/599	Puyallup Fair	3,890	0	N/A
	Total	2,173,627	2,233,225	3%
	Avg Weekday Bdgs	30,025	30,581	2%
	2005 Projection		8,500,000	

1-Projections established in the 2005 Service Implementation Plan

Sounder Commuter Rail Boardings by Corridor

		Q 3 2004	Q 3 2005	%Δ
Everett-Seattle	Commuter	19,643	36,192	84%
	Special	6,222	9,702	56%
	Subtotal	25,865	45,894	77%
Tacoma-Seattle	Commuter	209,677	263,620	26%
	Special	12,136	19,034	57%
	Subtotal	221,813	282,654	27%
Total		247,678	328,548	33%
Avg Weekday Bdgs		3,583	4,685	31%
2005 Projection			1,100,000	

Link Light Rail Boardings

	Q 3 2004	Q 3 2005	%Δ
Tacoma Link Boardings	198,992	233,518	17%
Avg Weekday Bdgs	2,560	2,854	11%
2005 Projection[1]		800,000	

Transportation Services Performance Snapshot

The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and also to the standards set by the 2005 budget. The 2005 standards are developed on an annual basis and may include seasonal fluctuations. The data used to prepare the table is on page 4 of this report.

Sound Transit is still "growing" service and establishing the baseline data needed to develop reliable standards. Typically, new routes or routes with expanded service need time to develop ridership that matches growth in service levels. The agency's goal is to develop standards that are challenging but realistic and reflect the unique operating characteristics of the three distinct transit modes.

Continuing the trend discussed last quarter, ST Express bus boardings per revenue hour were down through 3rd Quarter 2005 compared to the same period last year. Data for the most recent month shows that boardings per revenue hour are in line with last year. Boardings per trip are exceeding the same period from 2004, illustrating that more of the new service is on longer routes, which have lower ridership per hour.

ST Express bus service improved performance in the areas of percentage of scheduled trips operated and preventable accidents, and both standards are being met in the 3rd Quarter 2005 numbers. Note that with the tunnel closure, more buses are out on the city streets and the acceptable standard of performance has been raised from 0.80 to 1.00 accidents per 100,000 miles traveled.

Tacoma Link service exceeded all 2004 performance indicators by a wide margin. On-time performance on Tacoma Link dipped slightly from the prior quarter, but is still higher than 99.9%. Similarly, all Sounder performance indicators met the standard for 3rd Quarter performance. On-time performance improved compared to the prior quarter, while complaints, percentage of scheduled trips operated and preventable accidents maintained their levels from the prior quarter.

	ST Express Bus	Sounder Commuter Rail	Tacoma Link Light Rail
Total boardings			
Boardings per revenue vehicle hour			
Boardings per trip			

Key Performance Indicators
YTD Actuals
Q3 2004 vs Q3 2005

Up for YTD
Down for YTD

Percentage of scheduled trips operated			
On-time performance			
Customer Complaints			
Preventable accidents per revenue Mile			

Key Performance Measures[1]
YTD 2004/ YTD 2005
Actuals vs
2005 Standards

Meeting goal
Goal not achieved

YTD 2004
YTD 2005

1-2004 data is compared against 2005 standards.